

LCN Fund Full Submission

Supplementary Answer Form

Tick if this answer is Confidential: ☐

Tick if this answer has been provided verbally: ☐

Project code:	UKPNT205	Question Number	10
Question date	29 August 2013	Answer date	2 September 2013
Submission section question relates to	Section 2: Project description		
Topic	Social		
Question	What action would the partners take to ensure that no vulnerable person suffers due to low room temperatures?		
Notes on question			
Answer	<p>The adverse health consequences of cold homes are well recognised and documented. The Government currently defines a healthy living environment as 21^oC in living areas and 18^oC in other areas of the house.</p> <p>Whilst the project will be monitoring internal temperatures of participants' households, at the same time, the National Energy Action (NEA) will support the range of parties taking part to understand the importance of helping those households that are included within the trials to keep safe, well and warm. By providing relevant and accessible training and advice. NEA will also help support households directly so they know more about the initiatives (local or national) which can provide support to achieve or maintain a warm, healthy home and how and where they can access this support through NEA's campaigns and literature. NEA will ensure that literature is bespoke and suitable in order to ensure both greatest accessibility and thereby maximum benefit to low income and vulnerable groups that the project is working with.</p> <p>Furthermore, both Poplar HARCA and Tower Hamlets Homes have formalised resident management (engagement) programmes that ensure that residents are well informed, resident safety is monitored and any issues are responded to. Both organisations have housing managers responsible for each estate/area who</p>		

	<p>have relationships with residents. They will be aware of which residents are participating in the project and will be able to assist them if necessary.</p> <p>Furthermore, V-CEE will have trained Customer Field Officers embedded in the local partners' organisations that will be the face to face contact to trial participants. These officers will be able to refer participants to local advice projects and courses including East End Energy Fit, Getting on with Money and courses like Warmer Homes, Lower Bills and a Greener Healthier London.</p> <p>Furthermore, there may be overlap with local initiatives. For example, to ensure a healthy living environment for residents, Poplar HARCA have support workers visit homes as part of a condensation campaign called Wipe it Out and therefore could support V-CEE participants where cross over exists.</p> <p>Note that Poplar HARCA has completed work on all homes bringing them up to Decent Homes Plus standard. This means that they have both effective insulation and efficient heating. Additionally, Tower Hamlets Homes began their Decent Homes scheme in 2010 and are in the third year of delivery.</p>
Attachments	
Verbal Clarifications (Consultants)	